



ROYAL OAK SCHOOLS

A COMMUNITY OF EXCELLENCE

ESL (English as a Second Language) Parent Complaint Process

If the school and the parents/ guardians disagree on the level of services their child should receive, or have questions or complaints about the English as a Second Language instructional program, we suggest that this chain of contact be followed:

1. Call or e-mail the ESL teacher and Principal at your child's level of instruction to discuss your concerns.

Elementary ESL Teacher:
Christy Osborne: 248-549-4968 x 4603
osbornec@royaloakschools.com
Principal at Upton: John Grzywack
grzywackj@royaloakschools.com

Middle School ESL Teacher:
Karina Landis: 248-541-7100 x 2097
landisk@royaloakschools.com
Principal at ROHS: Zoe Marcus
marcusz@royaloakschools.com

High School ESL Teacher:
Julia Giacoma: 248-435-8500 x 1042
giacomaj@royaloakschools.com
Principal at ROHS: Michael Van Camp
vancampm@royaloakschools.com

2. If unresolved, contact the Director of Instructional Services at Royal Oak's Board Office.

Sarah Olson, Director of Instructional Services
248-435-8400 x 1232
olsonso@royaloakschools.com

3. If still unresolved, contact the Office of Civil Rights (OCR) to lodge a formal complaint.

Parents may contact OCR at any point during the complaint process.

Procedures and Guidelines from website: <http://www.ed.gov/about/offices/list/ocr/index.html>
E-mail: ocr@ed.gov
Electronic complaint form: <http://www.ed.gov/about/offices/list/ocr/complaintintro.html>.

Office for Civil Rights for Michigan/ Ohio:
U.S. Department of Education
600 Superior Avenue East, Suite 750
Cleveland, OH 44114
Tel.: (216) 522-4970
Fax: (216) 522-2573